

**Notice of References Cited**

Application/Control No.

09/919,302

Applicant(s)/Patent Under  
Reexamination  
SARLAY ET AL.

Examiner

Johnna R Stimpak

Art Unit

3623

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**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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**FOREIGN PATENT DOCUMENTS**

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**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Maxima Advantage, from www.tmcnet.com, 2000 Call Center CRM Solutions Editors Choice, January 2000. www.tmcnet.com/articles/ccsmag/0100/0100labs1.htm
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